



# Canada's Leading Cognitive Accessibility Experts

We help make built environments, products, and services accessible to all.

People think and understand the world around us differently, but products, services and the built environment are designed for those who we perceive as typical. We're ending this disparity by making people with a range of cognitive abilities part of the solution.

Trust our integrated team of accessibility experts and advisors to assure your products, services, environments and experiences are accessible by people of any cognitive ability.

## Custom Cognitive Accessibility Solutions

Helping make products, services, environments and workforces more equitable and inclusive.

## Education & Training

Designed and delivered by word-leading Canadian experts on cognitive accessibility.

## Inclusive R&D

Expert-facilitated, ethical involvement of persons with lived experience.

[OpenAccessibility.ca](https://OpenAccessibility.ca)



## CASE STUDY

# Bank of Canada



Traditionally, [Bank of Canada](#) has made payments accessible by supplying bank notes to Canadians. To inform the development of new policies, they needed to understand accessibility requirements for electronic and digital payment methods.

Open led the research and development of a cognitively accessible voice payment system prototype. Open then facilitated accessibility and usability testing by persons with cognitive disabilities. The project also included scientific literature reviews.

You can learn more about our solution by reading [this article published by the University of Ottawa](#).

## The Problem

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Nearly 4 million Canadians face cognitive challenges that impact their ability to navigate digital payments, among other things. To inform future policy development, Bank of Canada's fintech research team required expertise in inclusive research and cognitive accessibility, and the validation of neurodivergent persons.

## The Solution

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To establish a robust set of conclusions upon which policies could be developed, Open developed a cognitively accessible voice payment system prototype. We tested the prototype with a group of 30 Accessibility Advisors with a range of cognitive abilities and lived experience to inform usability decisions. Our work also included a critical review of evidence, documenting functional requirements.

Services provided:

- Inclusive Research & Development
- Accessibility & Usability Testing

## The Outcome

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Open's work informed the Bank of Canada's paper, [Digital Payments: A Framework for Inclusive Design](#), which also adopts the definition of cognitive disability developed by Open's leadership team. The new framework offers a blueprint for policymakers, practitioners, and developers on how to design digital payment solutions that are accessible and usable for persons of all cognitive abilities.